

DEPARTMENT OF HEALTH AND HUMAN SERVICES
PUBLIC HEALTH SERVICE
INDIAN HEALTH SERVICE

Refer to: DHR

ALBUQUERQUE AREA INDIAN HEALTH SERVICE CIRCULAR NO. 2003-05

SEPARATION/EXIT INTERVIEW POLICY

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1. Purpose
2. References
3. Policy
4. Definitions
5. Responsibilities
6. Procedures
7. Use of Information
8. Supersedes
9. Effective Date

Appendix A: AAIHS Service Clearance Checklist

Appendix B: Exit Interview Cover Memorandum

Appendix C: Employee Exit Interview Form

Appendix D: Human Resources Checklist

Appendix E: Supervisor's Exit Interview Comment Form

1. **PURPOSE.** The purpose of this policy is to establish criteria and procedures for separating or transferring employees and to establish an exit interview process for the Albuquerque Area Indian Health Service (AAIHS). This policy covers commissioned officers, civil service employees, contractors, volunteers and others who perform work or provides services at an AAIHS facility.

Supervisors will ensure each departing employees complete the AAIHS Clearance Checklist (Appendix A). In addition, each supervisor will ensure that all departing employees are referred to the Human Resources Field Representative (HRFR) to be provided with the opportunity to participate in an exit interview prior to the employee's departure.

Chief Executive Officers (CEOs) will ensure supervisor's within their respective service units follow and are held accountable for meeting the procedures and guidelines described in this issuance. Top management officials and division directors in the Albuquerque Area Office will ensure supervisors within their respective Area Office

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divisions are informed and accountable for adhering to procedures and guidelines described in this issuance.

2. **REFERENCES.** HHS General Administration Manual Chapter 1-90-60, IHS Circular 2002-06, and all legal references identified therein.
3. **POLICY.** It shall be the policy of the AAIHS to ensure employees leaving AAIHS facilities clears station as required by AAIHS Circular 2003-05. The “clearing station” process will be documented by use of the AAIHS Clearance Checklist (Appendix A). In addition, departing employee shall be given an opportunity to complete the Employee Exit Interview Form (Appendix C). The exit interviews shall be forwarded to the Workforce Planning Analyst, Albuquerque Area Office (AAO) by the 15th of each succeeding month following the individual’s departure.
4. **DEFINITIONS.** The following definitions shall be used in the implementation and use of this policy.

AAIHS Employee and Information Source Handbook: This handbook was developed for the use and guidance for AAIHS employees and for those who work (compensated or not) at AAIHS facilities. It contains useful information regarding personnel and operation procedures. The most current AAIHS Handbook is available for viewing or printing from the AAIHS web site <http://home.albuquerque.ihs.gov>) at the Human Resources (HR) web page. This handbook shall be the main resource for the “general orientation.”

Administration: Refers to the high-level management officials (Area Director, Chief Medical Officer, Executive Officer, and Administrative Liaison for National Programs) and division directors in the AAO and all AAIHS facility Chief Executive Officers (CEO) or his/her designee.

Collective Bargaining Agreement: Contract negotiated between management and the BUE’s exclusive representative. Contact local HR Field Representative for a copy of local collective bargaining agreement.

Commissioned Officers: Officers and co-steps of the U.S. PHS Commissioned Corps.

Contractors: Individuals who have entered into personal services or other contracting instruments to provide services; or individuals who work for a company who has contracted with AAIHS to provide services at AAIHS facilities.

Bargaining Unit Employees (BUE): Professional and non-professional employees with exclusive representation from a federal labor organization.

Departing employees: Generic term for any individual leaving AAIHS facilities for any reason.

Division of Human Resources (DHR): Area Office Division or local Human Resource (HR) Professional/Representative. May also be known as HR Field Representative.

Employees: Generic term for all individuals who perform work or provides services at AAIHS facilities, regardless of whether the work/service is compensated or uncompensated.

Exit Interview Form: Form that is used and completed by any departing employee leaving AAIHS facilities for any reason (Appendix C).

Exit Interview Cover Memorandum: Document Human Resources Field Representative shall use to initiate exit interview (Appendix B).

Departing employees: Generic term for any individual initially separating or transferring from the AAIHS facility.

Human Resources Field Representative: Individual identified at each location or facility, responsible for handling HR documents.

Students: Residents, student nurses, pharmacy students, or other individuals assigned work at an AAIHS health care facility under a memorandum of agreement with an educational, training or other placement organization to provide services and to gain hands on experience.

Supervisor: First line supervisor or immediate supervisor who is responsible for attendance, performance and conduct issues of subordinate staff as well as front line service to customers.

Second Line Supervisor: First line or immediate supervisor's supervisor; generally someone with responsibility for overseeing the work of more than one unit's operations i.e. Director of Nursing, Clinical Director, Chief Dental Officer, Chief Pharmacist, CEO, Administrative Officer, Executive Officer, etc.

Volunteers: Individuals (student or otherwise) who work at an AAIHS health care facility without compensation who are appointed under AAIHS Circular 89-01, Volunteer Services.

***Note:** The use of the generic term "employee" does not bestow on contractors or volunteers, any civil service employee benefits or other status reserved specifically for employees appointed in the civil service.

5. **RESPONSIBILITIES**

- a. **Area Director** is responsible for establishing goals and objectives of the AAIHS strategic human capital plan, and holding CEOs and other top management officials of the area office accountable for meeting the plan's goals and objectives upon which this policy is based.
- b. **CEOs, High level management officials and division directors** are responsible for assuring their understanding of the Area Director's human capital strategic plan, adopting the plan's goals and objectives into the facility's or division's strategic plan while supporting and implementing the plan as well as holding each subordinate supervisor accountable for meeting the goals and objectives.
- c. **First Line Supervisors** are responsible to ensure departing employee's "clears station" using the AAIHS Clearance Checklist (Circular Appendix 2003-05-A), signing off on the Clearance Checklist and ensuring the HR Field Representative receives it. First line supervisors shall refer all departing employees to the HRFR to ensure the departing employee is given an opportunity to complete an exit interview. Supervisors are also responsible to complete with the HRFR the Supervisor Exit Interview at Appendix E.

In the event the departing/separating employee is unable to physically clear station, the first line supervisor is responsible for any equipment, files, records, keys, pass words, etc., still in the possession of the employee.

- d. **Second Line Supervisors** are responsible for ensuring first line supervisors implement the provisions of this policy and take appropriate corrective action when supervisors fail.
- e. **Employees** are responsible to clear station upon their departure, documenting such by use of AAIHS Clearance Checklist and being candid when completing the exit interview with his/her supervisor.
- f. **Human Resource Professional/Field Representative** are responsible for ensuring each departing employee are provided with the exit interview, provide information regarding benefits (i.e. retirement contributions, FEGLI, FEHBP, TSP, etc.) documenting discussion on Appendix D and to ensure that the clearing station form (AAIHS Circular 2003-05-A) and the exit interview form are completed and forwarded to the Workforce Planning Analyst as outlined in the policy.
- g. **Workforce Planning Analyst** is responsible for assuring updates to material as appropriate, maintaining exit interviews and providing feed back to management on compliance to this policy, turn over, and reasons for turn over and offering suggestions to improve retention.

*Note: The use of the generic term “employee” does not bestow on contractors or volunteers, any civil service employee benefits or other status specifically reserved for employees appointed in the civil service.

6. **PROCEDURES.**

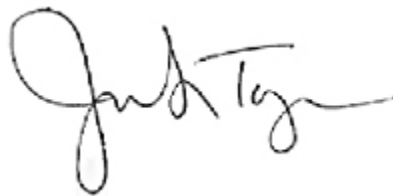
A. ***Clearing Station***

1. Supervisors will issue the AAIHS Clearance Checklist (Appendix A) form to separating or transferring employee with instructions to turn in equipment and records as outlined, check in with and notify appropriate staff as outlined on the form to relinquish passwords, access codes, or other security measures used with or on facility equipment.
2. Supervisors will ensure the form is completed and certify by signing the appropriate place on the form.
3. Supervisor's will forward a copy of the completed form to the HRFR.
4. Supervisor's will notify the HRFR immediately upon being notified that one of the department/division's employees is separating or transferring.

B. ***Exit Interviews***

1. The HRFR will issue the cover memorandum (Appendix B) and exit interview form (Appendix C) to separating or transferring employee and provide assistance to the employee to complete the form if the employee so desires. The departing employee may be given the option of completing the form and sending it directly to the Workforce Planning Analyst. If the employee chooses the latter, the HRFR will provide the departing employee a self-addressed postage paid envelope addressed to the Workforce Planning Analyst.
2. The HRFR will ensure the HR benefits information contained on the Human Resource Checklist form (Appendix D) is discussed with the departing employee and the form is completed and a copy is forwarded to the Workforce Planning Analyst.
3. The HRFR will ensure that the immediate supervisor issued the departing employee the AAIHS Clearance Checklist and assist the supervisor to ensure the departing employee follows the instructions contained in this policy.

4. First line supervisors will assure the AAIHS Clearance Checklist (Appendix A) is properly completed and is signed by the departing employee and the first line supervisor.
5. The HRFR will ensure the first line supervisor completes the supervisor's comments on the exit interview form (Appendix E) and matches it up with the employee's exit interview.
6. The HRFR must ensure by the 15th day of each succeeding month (or sooner), a copy of each of the following are submitted to the Workforce Planning Analyst:
 - a. AAIHS Clearance Checklist (Appendix A)
 - b. Supervisor's exit interview comments
 - c. Departing employee's exit interview comments (or proof the departing employee was provided the opportunity to complete and exit interview or given a copy of the exit interview form for later completion).
7. **USE OF INFORMATION.** The information gathered from exit interviews and Clearance Checklist forms will be used to assess AAIHS retention issues and properly account for government owned or leased property. The information will also be used to project staffing patterns, recruitment/retention strategies as well as measures AAIHS use of OPM management flexibilities for hiring and retaining staff. The Workforce Planning Analyst is responsible for issuing reports covering opportunities for improvement, success stories and best practices and to make suggestions for individual program and overall facility improvement.
8. **SUPERSEDED:** Any existing area wide exit interview policy (s).
9. **EFFECTIVE DATE:** This circular is effective upon date of signature and shall remain in effect until canceled or superseded.



4/22/03

James L. Toya
Director, Albuquerque Area Indian Health Service

